

TRS Statistics



	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVERAGE	% AVG TOT
Total Conversation Minutes	30,901.08	29,117.37	29,257.63	30,476.85	23,913.48	24,756.17	24,559.12	24,048.65	24,252.34	21,836.73	20,506.63	18,728.88	302,354.93	25,196.24	66.0%
Total Session Minutes	47,321.72	43,916.32	43,170.47	44,916.90	36,080.80	37,803.02	37,692.55	36,310.05	36,566.34	33,858.03	31,898.30	28,694.35	458,228.85	38,185.74	
Less Interstate Min	(7,240.17)	(7,396.32)	(7,227.85)	(8,963.72)	(5,726.97)	(6,281.67)	(5,905.02)	(6,106.07)	(5,961.31)	(7,621.10)	(5,684.47)	(4,871.52)	(78,958.19)	(6,579.85)	
Less International	(17.00)	(17.35)	(1.27)	(79.97)	(6.97)	(24.38)	(14.68)	(10.07)	(0.47)	(5.67)	(11.35)	(32.17)	(241.00)	(20.08)	
Less Toll-Free Min (51%)	(3,982.50)	(3,710.00)	(4,333.18)	(3,362.57)	(3,112.76)	(3,459.81)	(3,075.21)	(2,847.57)	(3,528.98)	(2,764.12)	(2,509.19)	(2,456.06)	(39,151.70)	(3,262.64)	
Less Directory Assistance	(12.37)	(14.85)	15.25	(51.58)	(9.52)	(7.23)	(9.32)	(37.12)	(163.57)	(6.17)	(42.50)	(3.21)	(347.16)	(28.93)	
Less 900 (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total STS Minutes	44.93	4.10	27.64	7.70	10.64	4.03	3.42	3.53	5.28	7.71	4.98	6.67	130.63	10.89	
Total Minutes	36,114.61	32,781.90	31,651.06	32,466.76	27,235.22	28,033.96	28,691.74	27,292.95	26,897.34	23,466.47	23,656.27	21,373.15	339,661.43	28,305.12	
NUMBER OF CALLS TO RELAY NEVADA													TOTAL	AVERAGE	
Offered	15,909	16,280	15,109	7,001	13,253	14,351	14,089	12,447	12,642	13,244	11,672	11,044	157,041	13,087	
Answered	15,569	16,047	14,744	6,861	12,779	13,837	13,730	12,175	12,354	13,049	11,332	10,742	153,219	12,768	
Abandoned	340	233	365	140	474	514	359	272	288	195	340	302	3,822	319	
In Queue	15,909	16,280	15,109	7,001	13,253	14,351	14,089	12,447	12,642	13,244	11,672	11,044	157,041	13,087	
Total Number of Completed Calls	6,196	5,694	5,416	5,621	4,622	4,773	4,940	4,365	4,400	4,232	4,002	3,695	57,956	4,830	
General Assistance	10,177	10,936	10,309	9,708	8,917	9,905	9,709	8,515	8,402	8,503	7,772	7,411	110,264	9,189	
Busy Ring/No Answer	2,101	1,631	1,447	1,439	1,096	1,172	1,503	1,268	1,246	1,304	1,099	981	16,287	1,357	
Total Number of Outbound Calls	18,474	18,261	17,172	16,768	14,635	15,850	16,152	14,148	14,048	14,039	12,873	12,087	184,507	15,376	
TOTAL NUMBER OF OUTBOUND CALLS BY JURISDICTION													TOTAL	AVERAGE	% AVG TOT
Local	4,683	4,207	3,843	3,869	3,280	3,324	3,327	2,806	2,956	2,750	2,663	2,507	40,215	3,351	69.4%
Intrastate (Intralata)	55	67	134	150	146	123	161	280	91	99	94	63	1,463	122	2.5%
Interstate	824	832	790	1,018	657	792	879	794	774	906	782	644	9,692	808	16.7%
Toll Free	600	572	622	536	523	505	547	443	539	460	443	468	6,258	522	10.8%
Directory Assistance	31	15	26	34	15	25	21	38	38	16	17	9	285	24	0.5%
International	3	1	1	14	1	4	5	4	2	1	3	4	43	4	0.1%
900	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
TOTAL # OF COMPLETED CALLS	6,196	5,694	5,416	5,621	4,622	4,773	4,940	4,365	4,400	4,232	4,002	3,695	57,956	4,830	
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TOTAL NUMBER OF OUTBOUND CALLS BY CALL TYPE													TOTAL	AVERAGE	% AVG TOT
TTY - Baudot	4,097	3,363	3,498	3,512	2,806	2,831	3,352	2,482	2,549	2,699	2,433	2,205	35,827	2,986	48.2%
TTY - Turbo Code	1,086	1,048	1,059	965	697	740	828	1,003	905	759	701	718	10,509	876	14.2%
ASCII	-	-	-	2	-	-	-	-	-	-	-	-	2	0	0.0%
Voice	1,363	1,146	837	750	725	769	791	726	783	932	872	801	10,495	875	14.1%
VCO	1,745	1,767	1,465	1,831	1,489	1,585	1,471	1,422	1,405	1,146	1,081	942	17,349	1,446	23.4%
HCO	-	1	4	-	1	20	1	-	4	-	14	2	47	4	0.1%
Deaf/Blind Baudot (or ASCII)	1	-	-	-	-	-	-	-	-	-	-	8	9	1	0.0%
Spanish	36	65	28	45	53	60	28	26	19	10	18	3	391	33	0.5%
TOTAL	8,292	7,325	6,863	7,060	5,718	5,945	6,443	5,633	5,646	5,536	5,101	4,676	74,238	6,187	
Speech to Speech	3	-	7	-	6	-	-	-	-	4	-	-	20	2	0.0%
GRAND TOTAL	8,295	7,325	6,870	7,060	5,724	5,945	6,443	5,633	5,646	5,540	5,101	4,676	74,258	6,188	100.5%
SPEED OF ANSWER													AVERAGE		
Service Level	97%	97%	95%	93%	91%	91%	94%	96%	96%	96%	95%	95%		94.7%	
Monthly Weighted Service Level	1.1	0.9	1.5	1.9	2.4	2.7	1.6	1.2	1.2	1.1	1.4	1.3		1.5	
CUSTOMER CONTACTS													TOTAL	AVERAGE	
TRS															
Commendations	-	-	-	1	-	-	-	-	2	2	1	-	6	1	
Complaints	-	1	2	1	3	1	3	1	2	3	6	-	23	2	
CAPTEL															
Commendations	-	3	2	-	2	3	-	4	-	-	-	-	14	1	
Complaints	-	-	3	-	2	-	1	-	3	2	6	1	18	2	
TOTAL CONTACTS	-	4	7	2	7	4	4	5	7	7	13	1	61	5	

ANNUAL REPORT
July 2009–June 2010



RELAY NEVADA

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David Strom

Marketing & Development Manager

10 Universal City Plaza
Universal City, CA 91608
951-924-9100 (V)
david.strom@sprint.com

Sprint Relay

Dear Aging and Disability Services Division and Communications Access Council,

Sprint had another opportunity to serve its Nevada consumers during the fiscal year of July 2009 to June 2010 by providing top-notch, high-quality relay services that met the state's requirements and beyond.

Outreach activities promoting Relay Nevada products and services, such as telecommunications relay service (TRS) and CapTel, included the following, all held in Las Vegas:

- AARP conference; over 7,000 attended.
- Department of Employment, Training, and Rehabilitation convention; over 100 attended.
- Taste of Technology event; over 100 attended.
- Alexander Graham Bell picnic; over 100 attended.
- Cochlear of America; over 100 attended.
- Town Hall meeting; over 100 attended.

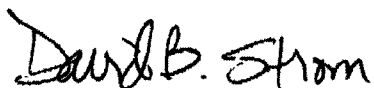
Other outreach activities included:

- Creating the Relay Nevada brochure;
- Revamping the www.relaynevada.com website; and
- Broadcasting the CapTel and TRS "Don't Hang Up" television and radio public service announcements across the state from February to September.

As with past years, statistics indicate that during this fiscal year, there was a 28.3% decrease in TRS minutes. This statistic further portrays that going wireless has become more mainstream. Consumers continue to migrate to wireless mobility by using relay services on their wireless devices. In the near future, video communication will be available on mobile wireless devices, decreasing the need for traditional relay products and services.

In December 2009, I became the Relay Nevada Account Manager. It is for this reason I appreciate the continued support from the Aging and Disability Services Division and Communications Access Council staff, relay subcontractors, and Sprint Relay team members.

Sincerely,



David Strom
Marketing & Development Manager

Relay Enhancements



20th Anniversary TRS Enhancements

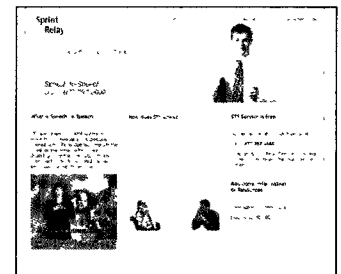
For the past 20 years, Sprint has provided simple, instant, enriching and productive relay experiences. To continue this legacy, Sprint is excited about enhancements offered to the State Telecommunications Administrators of Relay by Sprint (STARS) members at no additional charge. The enhancements, announced at the June 1-4 conference in Kansas, include speech-to-speech (STS) outreach and customer service, STS e-mail call set-up, and an enhanced customer database profile.

Speech-to-Speech Outreach and Customer Service

In 2010, Sprint launched www.SprintSTS.com to educate users about the availability and benefits of STS Relay. Sprint will soon announce the availability of a dedicated, 24-hour toll-free STS customer service number as well as an STS customer service e-mail address.

STS E-mail Call Set Up

Originally launched for Sprint's New Zealand Relay customers, Sprint will soon make STS E-mail Call Set-Up available for STS users in the United States. This enhancement makes completing a call easier by allowing an STS user to e-mail information before initiating the call, such as the number to be dialed, who the STS user wants to speak to, special instructions and subject matter. This feature cannot be used to request a specific communication assistant (CA), schedule an STS call or be used in lieu of placing a live call.



*Sprint Relay's
STS website*

Enhanced Customer Database Profile

Originally developed for one of Sprint's states, Sprint now offers a new Enhanced Customer Database Profile with several improvements, including:

- Additional standard call-processing preferences
- Added security to protect user information
- Online access to view and update profiles
- Ability to be used with any Sprint Relay state or Sprint IP relay service

Additional TRS Enhancements

Sprint continues to:

- provide monthly training updates to its relay operators,
- perform quarterly quality tests on its relay operators to ensure that all criteria for passing quality tests have been met,
- provide refresher training where needed, and
- develop enhancements on an as-needed basis.

Relay operator training for TRS enhancements included:

- Confidentiality review for staff
- Customer Service Improvement program initiatives identification (macros and database profile verification)
- Detachment and desensitization refreshers

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- E911 implementation for Sprint IP/Sprint IM
- FCC 10-digit numbering implementation
- Monthly training refresher
- New product training (Nebraska, West Virginia and Wisconsin)
- Relay operator-initiated three-way calling training

Additional features incorporated were:

- Updated TRS training manual
- Updated call center customer contact form
- Initiated monthly staff support call with vendor centers
- Initiated monthly conference call with STS call centers

Relay Nevada Statistics

Telecommunications Relay Service

The following charts indicate the trends in the annual total number of session minutes and calls, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Relay Nevada.

See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly and session minutes processed through Relay Nevada. The total of 328,735 minutes includes all aspects of TRS services except STS and CapTel. This represents a decrease of 28.3% compared to last year.

Fig. 1: Session Minutes

July	31,669	Jan.	30,206
Aug.	29,082	Feb.	25,544
Sept.	26,562	March	26,914
Oct.	27,111	April	27,363
Nov.	26,964	May	24,100
Dec.	29,350	June	23,869

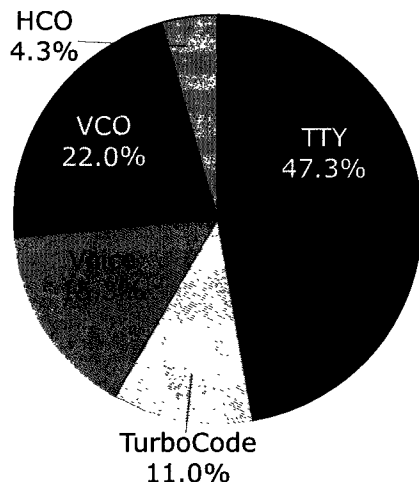
Relayed Call Volume

Figure 2 depicts the total number of completed calls processed through Relay Nevada. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others. Relayed call volume totaled 137,788 calls during this fiscal year.

Fig. 2: Relayed Call Volume

July	12,641	Jan.	13,111
Aug.	12,183	Feb.	11,188
Sept.	11,373	March	10,925
Oct.	11,118	April	10,559
Nov.	11,781	May	10,126
Dec.	12,503	June	10,280

Fig. 3: Call Origination



Call Origination

On average, TTY and TurboCode consumers originated approximately 58 percent of the Relay Nevada calls. Figure 3 shows call type by percentage.

Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being

answered within 10 seconds. The Average Speed of Answer (ASA) for this FY was **1.32 seconds** and the Service Level (SVL) was that **95.3% of calls** were answered within 10 seconds.

Fig. 4: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.3	95%	Jan.	.9	97%
Aug.	1.7	94%	Feb.	1.2	96%
Sept.	1.8	93%	March	1.4	95%
Oct.	1.5	95%	April	1.6	94%
Nov.	.9	97%	May	1.5	95%
Dec.	.7	98%	June	1.3	95%

FCC Annual Consumer Contact Log

Relay Nevada Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Annually, Sprint prepares and submits the Federal Communications Commission (FCC) Annual Consumer Contact Log Report to the Office of Disability Services and Communications Access Council administration, which, in turn, submits the report to the FCC.

See appendix for consumer contact log figures.

CapTel

The following charts indicate the trends of the annual total number of session minutes.

Session Minutes

A breakdown of monthly minutes is shown in Figure 5. The total for this fiscal year amounted to 357,794 CapTel session minutes.

See appendix for CapTel statistics.

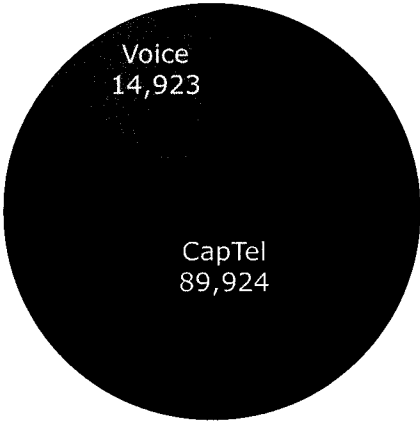
Fig. 5: CapTel Session Minutes			
July	27,038	Jan.	29,618
Aug.	33,833	Feb.	26,290
Sept.	32,748	March	30,541
Oct.	29,388	April	30,575
Nov.	27,777	May	28,382
Dec.	32,071	June	29,534

Call Volume

A total of 104,847 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 6.

Fig. 6: CapTel Call Volume			
July	9,491	Jan.	8,522
Aug.	8,982	Feb.	7,944
Sept.	8,979	March	8,768
Oct.	9,192	April	8,765
Nov.	8,408	May	7,937
Dec.	9,676	June	8,183

**Fig. 7: CapTel
Call Origination**



Call Origination

Figure 7 indicates that most Relay Nevada CapTel calls were initiated by CapTel users.

FCC Annual Consumer Contact Log

Sprint prepares and submits the mandatory FCC Annual Consumer Contact Log Report on both TRS and CapTel to the Office of Disability Services and Communications Access Council, which, in turn, submits the report to the FCC.

Outreach Education

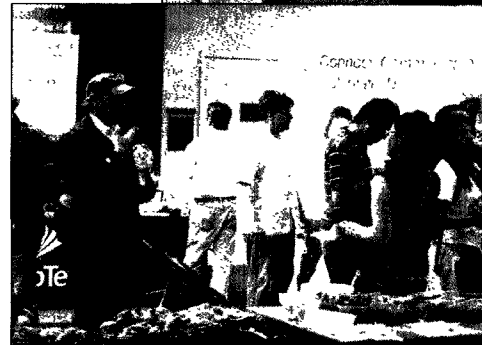
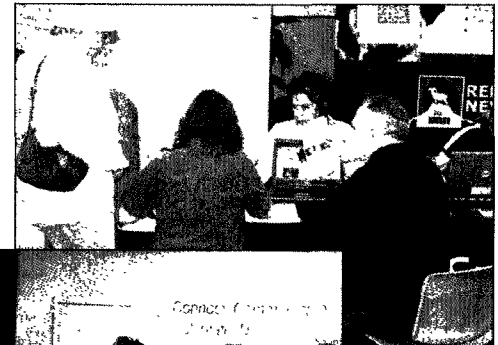
Relay Nevada products and services were again promoted via the Relay Nevada website, brochures, instructional and marketing flyers, e-mails, and at community events. A newsletter offering CapTel tips, announcements, and other helpful CapTel information was also distributed to current CapTel consumers.

Outreach Activities

Relay Nevada promoted TRS and CapTel products and services, along with relay service awareness, by providing demonstrations, presentations and materials to various groups throughout the state.

During this fiscal year, outreach education was provided by the Office of Disability Services and Communications Access Council staff, Relay Nevada outreach staff, two subcontractors, and the Sprint Relay team. Outreach activities included exhibitions and/or presentations at the:

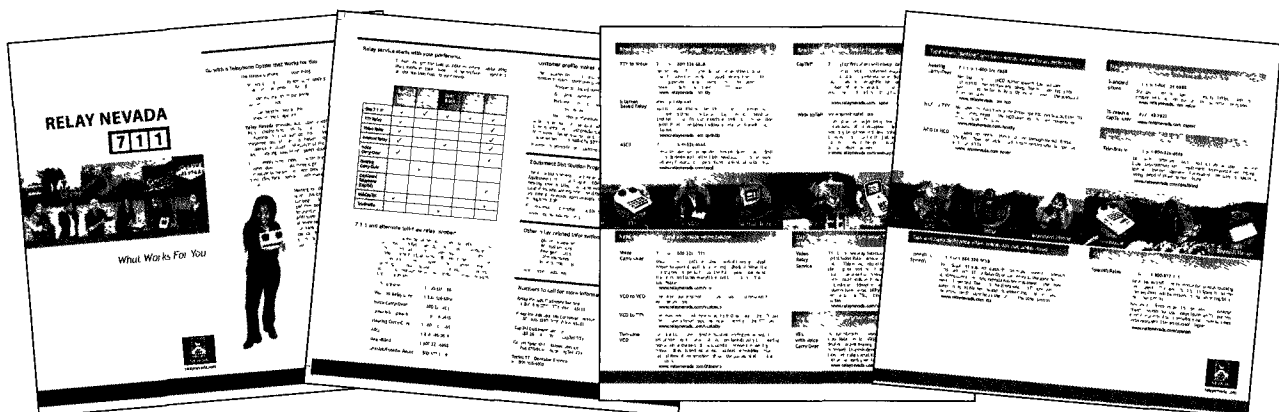
- AARP conference; over 7,000 attended.
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- Taste of Technology event; over 100 attended.
- Alexander Graham Bell picnic; over 100 attended.
- Cochlear of America; over 100 attended.
- Town Hall meeting; over 100 attended.



See the appendix for a complete listing of outreach activities.

Brochure

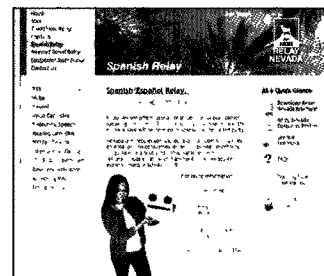
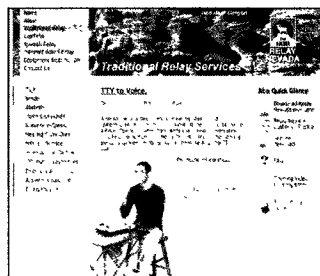
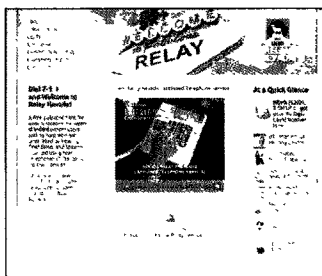
A four-page Relay Nevada brochure was developed in April 2010 to explain all TRS (including CapTel) and Internet-based services.



Website

Relay Nevada's website, at www.relaynevada.com, was revamped in February to display a modern appearance and to

provide greater information on relay products and services. A work in progress, open-captioned videos will be added to share more about relay services, and an updated CapTel application will be available. Additionally, an overview of the Deaf and Hard of Hearing Advocacy Resource Center's equipment distribution program and contact information are provided.



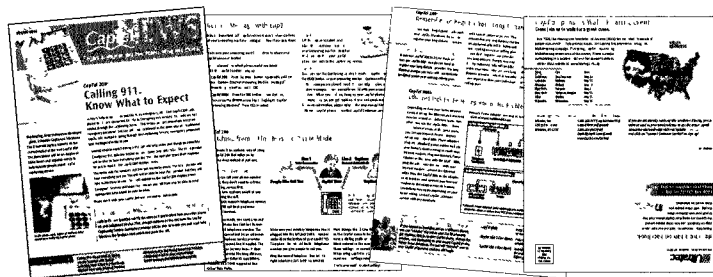
The website also describes available relay services, a link to the Relay Nevada brochure and other useful information.

Public Service Announcements

Between February and September 2010, Relay Nevada promoted CapTel and TRS by airing televised and radio public service announcements ("Don't Hang Up") throughout the state. Results will be documented in the next fiscal year's annual report.

CapTel Newsletter

A newsletter offering CapTel tips, announcements, and other helpful CapTel information was also distributed to subscribers.



Sprint Relay Enhancements

CapTel Enhancements

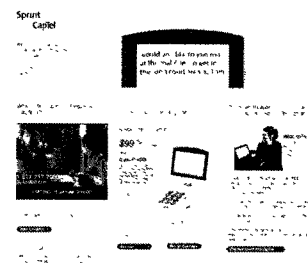
Website

A new CapTel website was created in April 2010 that is dedicated to all of Sprint's national captioned telephone services. The website, found at www.sprint800.com, also showcases the latest Sprint has to offer, including Sprint CapTel 800i and WebCapTel, with continuous updates.

**Sprint
CapTel®**

CapTel Logo

In early spring 2010, to differentiate from "Sprint" and "Sprint Relay," a stand-alone CapTel logo was created to help consumers receive information about CapTel quicker.



*Sprint Relay's
CapTel website*

WebCapTel®

Sprint expanded its Internet service offerings for CapTel® during 2009, providing:

- CapTel 800i, a brand-new CapTel phone that utilizes the Internet to deliver captions.
- WebCapTel on the Go for iPhone, Windows Mobile 6.0 devices and BlackBerry Smartphones with OS 4.6 or higher.
- WebCapTel 2.0, a redesign of the Sprint WebCapTel website.



CapTel 800i

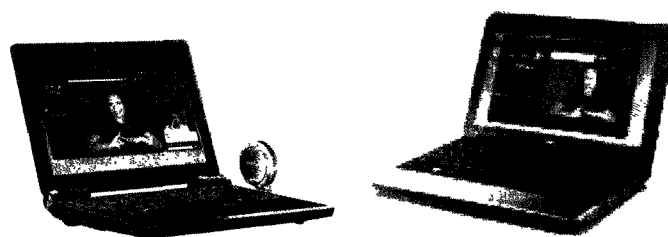
Video Relay Services

The Federal Communications Commission (FCC) authorizes video relay services (VRS). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Nevada currently does **not** pay for VRS.

VRS Software

As of March 2010, Sprint Relay customers can download Sprint Video 4G software at no charge.



FCC Updates

Sprint continues to maintain open communication with FCC and NECA, and awaits an official announcement on potential billing changes.

FCC's Ten-Digit Numbering Mandate

The FCC determined that, beginning December 31, 2008, persons with hearing and speech disabilities using Internet-based TRS such as VRS or IP Relay must be able to obtain 10-digit telephone numbers. The FCC adopted this requirement in conjunction with 911 call-handling requirements for VRS and IP relay providers.

On December 8, 2008, Sprint implemented 10-digit numbering for VRS. The FCC extended the registration period for consumers to November 12, 2009. There is a registration website available to VRS users who wish to establish their user profiles and obtain 10-digit numbers through Sprint. Per the FCC mandate, unregistered VRS users may still place emergency calls using any VRS provider.

Video Mail

There are three different ways for relay users to access video mail messages.

1. E-mail attachments (WMV and 3GP)
2. Web-based customer profile
 - a. Access to video mail via My Mail
 - b. Default or customized text message for video interpreters
3. Sprint Video 4G software
 - a. Customized video greeting message
 - b. Individual PIN to access mailbox
 - c. Access to video mail messages via mailbox

IP Relay

During this fiscal year, Sprint added the following services and features:

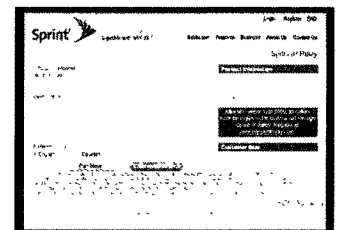
- Sprint IP using Google Talk.
- Address book and speed dialing for Sprint IP using AIM and Sprint IP using Google Talk.
- Website for users to register for service and local phone numbers for each product; this website is at www.mysprintrelay.com.
- Voice-to-Sprint IP Relay customers via 10-digit local phone numbers.
- Voice-to-AOL AIM Relay customers via 10-digit local phone numbers.
- Voice-to-Google Talk Relay customers via 10-digit local phone numbers.
- E911 service for Sprint IP, Sprint IP via AIM and Sprint IP via Google Talk.
- Identity and address verification process for Sprint-registered users.
- Systems that allow users who have registered with any relay provider to make non-emergency IP and IM relay calls.

Sprint also has complied with all applicable FCC requirements, as clearly stated on its website (at right).

IP Relay

The FCC authorizes Internet Protocol (IP) relay. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the NECA.

The State of Nevada currently does **not** pay for IP Relay services.

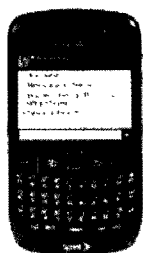


*Sprint Relay's
IP Relay website*

Wireless Devices and 4G Network

Wireless Devices

The BlackBerry product line is just one of several that Sprint Relay offers with a data-only plan for \$29.99 a month for deaf or hard of hearing people. The HTC EVO 4G has a low monthly price plan of \$39.99 for deaf or hard of hearing customers.



*BlackBerry
Curve 8530*



*Dell® Mini 1012 Netbook
with U301 3G/4G Modem*



*HTC EVO
4G Android*

4G Network

Sprint is proud to be the first (and to date, only) carrier to provide 4G capabilities in various cities; Baltimore was the first city to enact a 4G network. The new U300 modem provides on-the-go Internet access and faster VRS, e-mail and web browsing, with wireless-like connectivity on the Sprint 4G network. With nationwide coverage through the 3G Sprint Mobile Broadband Network when outside the Sprint 4G network areas, customers can access greater Internet speed on trains, in autos, and at airports. For more information and areas of 4G coverage, visit www.sprintrelaystore.com/4g.htm.

Other Products and Services

To learn about the multitude of Sprint Relay products and services, visit www.sprintrelay.com.



Sprint Relay Team

Sprint Public Sector – Federal and State Government

William P. White
*Vice President –
Federal Programs*

Mike Ellis
National TRS Director

Marketing and Product Development

Damara Paris
Branch Manager

David Strom
CapTel Manager

Relay Program Management

John Moore
Branch Manager

Angie Officer
Senior RPM

Corporate Sales

Maggie Schoolar
Branch Manager

Dottie Cartrite
Corporate Sales Manager

Wireless Sales

Karl Ewan
Account Executive

Customer Service

Brian Adamson
Supervisor

Appendices

TRS Statistics

ACCOUNT SUMMARY	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	Jun	TOTAL	AVERAGE	% AVG TOT
Total Conversation Minutes	21,680.73	19,495.33	17,598.67	18,331.32	17,798.57	19,799.13	20,011.28	16,641.75	18,213.20	18,653.67	15,335.95	14,299.37	217,858.97	18,154.91	66.3%
Total Session Minutes	31,668.82	29,082.15	26,562.22	27,111.07	26,964.23	29,350.00	30,206.05	25,544.38	26,913.98	27,363.05	24,100.40	23,868.77	328,735.12	27,394.59	
Less Interstate Min	4,720.63	13,561.75	3,910.63	14,110.97	13,455.12	14,099.44	14,040.28	12,035.23	12,584.62	14,210.73	13,879.90	12,720.17	(44,298.36)	(3,691.53)	
Less International	1,011.77	0.00	0.00	(75.86)	1,172.94	1,390.00	1,067.72	0.00	17.45	0.92	12.12	0.00	(190.23)	(15.85)	
Less Toll-Free Min (51%)	2,678.41	3,092.93	1,250.23	1,125.00	1,495.13	2,752.15	13,360.35	2,577.96	11,272.44	13,151.11	11,003.44	11,156.70	(35,650.58)	(2,970.88)	
Less Directory Assistance	0.00	124.01	30.77	(30.77)	0.00	13.40	0.00	0.00	12.93	11.00	2.55	44.57	(165.27)	(13.77)	
Less 900 (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total Billable Intrastate TRS Session Minutes	23,168.61	22,398.48	20,050.91	20,527.49	20,529.30	21,465.87	22,798.71	19,144.27	21,026.54	20,010.17	18,212.39	19,097.94	248,430.68	20,702.56	
Total Billable Intrastate Speech-to-Speech Session Minutes	2.28	13.09	20.92	127.06	16.35	5.37	4.40	81.46	7.77	53.63	5.50	6.50	344.33	28.69	
Total Minutes of Intrastate TRS Service Compensation	23,170.89	22,411.57	20,071.83	20,654.55	20,545.65	21,471.24	22,803.11	19,213.57	21,034.31	20,063.81	18,217.89	19,104.44	248,762.86	20,730.24	
RELAY NEVADA TRAFFIC PATTERN STATISTICS															
NUMBER OF CALLS TO RELAY NEVADA													TOTAL	AVERAGE	
Offered	11,413	10,914	10,462	9,965	10,355	11,031	11,573	10,117	9,740	9,433	8,846	9,033	122,882	10,240	
Answered	11,117	10,610	10,081	9,705	10,209	10,925	11,401	9,911	9,436	9,133	8,550	8,754	119,832	9,986	
Abandoned	296	304	381	260	146	106	172	206	304	300	296	279	3,050	254	
In Queue	11,117	10,610	10,081	9,965	10,355	11,031	11,573	10,117	9,740	9,433	8,846	9,033	121,901	10,158	
Total Number of Completed Calls	3,937	3,654	3,346	3,309	3,585	3,651	3,982	3,012	3,438	3,587	3,474	3,171	42,146	3,512	
General Assistance	7,696	7,373	7,237	6,983	7,247	7,933	8,140	7,409	6,718	6,190	5,990	6,406	85,322	7,110	
Busy Ring/No Answer	1,008	1,156	790	826	949	919	989	767	769	782	692	703	10,350	863	
Total Number of Outbound Calls	12,641	12,183	11,373	11,118	11,781	12,503	13,111	11,188	10,925	10,559	10,156	10,280	137,818	11,485	
TOTAL NUMBER OF COMPLETED CALLS BY JURISDICTION													TOTAL	AVERAGE	% AVG TOT
Local	2,558	2,430	2,184	2,179	2,320	2,348	2,745	2,058	2,369	2,376	2,375	2,209	28,151	2,346	66.8%
Intrastate (Intralata)	76	84	105	77	85	49	57	27	71	59	35	96	821	68	1.9%
Interstate	701	580	544	524	691	616	617	501	370	680	648	498	6,970	581	16.5%
Toll Free	582	536	494	509	476	620	555	420	619	463	378	352	6,004	500	14.3%
Directory Assistance	14	24	19	18	10	17	8	5	8	8	8	16	155	13	
International	6	0	0	2	3	1	0	1	1	1	0	0	15	1	0.0%
900	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
TOTAL NUMBER OF COMPLETED CALLS	3,937	3,654	3,346	3,309	3,585	3,651	3,982	3,012	3,438	3,587	3,444	3,171	42,116	3,510	
General Assistance	7,696	7,373	7,237	6,983	7,247	7,933	8,140	7,409	6,718	6,190	5,990	6,406	85,322	7,110	
Busy Ring No answer	1,008	1,156	790	826	949	919	989	767	769	782	692	703	10,350	863	
TOTAL NUMBER OF RELAYED CALLS	12,641	12,183	11,373	11,118	11,781	12,503	13,111	11,188	10,925	10,559	10,126	10,280	137,788	11,482	
TOTAL NUMBER OF OUTBOUND CALLS BY CALL TYPE													TOTAL	AVERAGE	% AVG TOT
TTY - Baudot	2,311	2,167	1,943	2,174	2,302	2,251	2,445	1,716	2,037	1,761	1,848	1,871	24,826	2,069	47.3%
TTY - Turbo Code	616	571	469	465	448	458	536	368	457	472	488	423	5,771	481	11.0%
ASCII	-	-	-	-	-	-	-	-	-	-	-	3	3	0	0.0%
Voice	715	782	646	655	664	697	713	647	625	687	553	645	8,029	669	15.3%
VCO	1,220	1,138	933	676	897	940	1,096	811	847	1,147	1,067	782	11,554	963	22.0%
HCO	78	152	145	164	212	211	180	229	241	302	210	150	2,274	190	4.3%
Deaf/Blind Baudot (or ASCII)	5	-	-	1	11	13	1	8	-	-	-	-	39	3	0.1%
Spanish	8	6	2	4	-	3	3	1	-	1	16	2	46	4	0.1%
TOTAL	4,945	4,810	4,136	4,135	4,534	4,570	4,971	3,779	4,207	4,370	4,182	3,876	52,515	4,376	

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	Jun	TOTAL	AVERAGE	% AVG TOT
Speech to Speech							-	10	-				10	3	0.0%
GRAND TOTAL	4,945	4,810	4,136	4,135	4,534	4,570	4,971	3,789	4,207	4,370	4,182	3,876	52,525	4,377	100.1%
RELAY NEVADA SERVICE PERFORMANCE															
SPEED OF ANSWER														AVERAGE	
Monthly Weighted Average Speed of Answer	13	17	18	15	09	07	09	12	14	16	15	13		1.32	
Monthly Weighted Service Level	95%	94%	93%	95%	97%	98%	97%	96%	95%	94%	95%	95%		95.3%	
CUSTOMER CONTACTS													TOTAL		
TRS															
Commendations	-	-	-	-	1	-	-	-	2	-	1	-	4		
Complaints	1	-	-	-	-	-	-	-	-	2	2	-	5		
Inquiries	55	66	49	50	40	51	58	63	59	70	47	52	660		
CAPTEL															
Commendations	2	-	1	-	-	-	-	1	-	-	-	-	4		
Complaints	1	-	-	-		-		-	-	-	-	1	2		
Inquiries	9	4	7	4	5	3	4	3	8	8	7	10	72		
TOTAL CONTACTS	68	70	57	54	46	54	62	67	69	80	57	63	747		

CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	Totals to Date	Average
Total Session Minutes of Service	27,037.78	33,832.66	32,748.45	29,388.11	27,777.19	32,070.99	29,617.62	26,290.40	30,540.79	30,574.50	28,381.58	29,534.42	357,794.49	27,522.65
Spanish Billable Minutes	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00		N/A
Average Per Min Per User	133 85	163 44	164 57	146 21	142 45	167 15	152 18	139 30	99 22	156 77	143 34	157 94		147
Average Per Min Per User billed to State	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00	0 00		0
Number of CapTel phones distributed	591	591	592	598	614	620	641	647	648	647	651	653		N/A
Number of CapTel phones activated	533	541	546	556	559	565	575	580	593	598	600	602		N/A
Number of CapTel phones in box/not activated	58	50	46	42	55	55	66	67	55	49	51	51		N/A
Number of Users/ Participants	202	207	199	201	195	187	190	184	199	190	198	187		195
Utilization rate (% of users/unit activation)	37 90%	38 26%	36 45%	36 15%	34 88%	33 10%	33 04%	31 72%	33 56%	31 77%	33 00%	31 06%		34%
Average Per call Length Per User	2.58	3.77	3.65	3.20	3.75	3.11	3.64	3.23	3.23	3.77	3.80	3.61		3.45
CapTel Call Type Patterns														
Outgoing Calls	8,597	7,952	7,904	8,079	7,214	8,378	7,343	6,827	7,472	7,021	6,394	6,743	89,924.00	6,917.23
Incoming Calls	894	1,030	1,075	1,113	1,194	1,298	1,179	1,117	1,296	1,744	1,543	1,440	14,923.00	1,147.92
Total Call Count	9,491	8,982	8,979	9,192	8,408	9,676	8,522	7,944	8,768	8,765	7,937	8,183	104,847.00	8,065.15
% of Total Call Count originated by data	90.58%	88.53%	88.03%	87.89%	85.80%	86.59%	86.17%	85.94%	85.22%	80.10%	80.56%	82.40%		
Total Session Minutes of Service by Call Types														
Answer Machine	207 11	201 91	249 51	236 36	158 25	159 19	329 94	187 90	327 83	308 63	257 97	255 39	2,879.99	221.54
2-Line Incoming Minutes	1,365 70	1,408 77	1,363 00	1,240 77	1,543 35	2,058 53	1,662 50	1,683 95	1,586 29	1,642 82	1,440 54	1,360 00	18,356.22	1,412.02
International	247 16	148 91	191 53	127 47	98 39	21 62	18 82	6 28	1 30	63 74	13 53	5 05	925.22	71.17
INTERstate (out-of-state calls)	7,338 97	13,307 68	12,071 07	8,995 91	8,673 64	10,427 47	9,414 23	7,900 68	9,131 06	10,026 31	9,383 52	9,547 14	116,217.68	8,939.82
INTRAsate (in-state calls)	14,253 80	14,556 74	14,531 36	14,737 98	13,077 37	14,817 84	14,293 59	12,647 45	15,332 82	14,126 61	13,407 19	13,721 14	169,503.89	13,038.76
Toll Free	2,315 72	2,991 40	3,364 41	2,858 10	3,078 70	3,481 32	2,800 78	2,865 71	2,921 02	3,199 98	2,717 96	3,654 29	36,249.39	2,788.41
General Assistance	619 96	488 70	419 45	409 93	415 17	463 12	414 13	429 50	400 32	426 56	404 74	429 14	5,320.72	409.29
Other	687 26	728 55	558 12	781 59	732 32	641 90	683 63	566 61	840 15	779 85	756 13	562 27	8,318.38	639.88
900 Toll Call	2 10	0 00	0 00	0 00	0 00	0 00	0 00	2 32	0 00	0 00	0 00	0 00	4.42	0.34
Total Session Minutes	27,037.78	33,832.66	32,748.45	29,388.11	27,777.19	32,070.99	29,617.62	26,290.40	30,540.79	30,574.50	28,381.58	29,534.42	357,794.49	27,522.65

Outreach Activities

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Target Audience	# of Participants	Present Demo Exhibit
July						
2	Councilwoman Tarkanian	Las Vegas	B	Staff	2	P, D
9	Perry, Spann & Westbrook	Las Vegas	B	HL Attorney/ Staff	3	P, D
19-24	Camp Sign Shine				N/A	P
21	CapTel Workshop	Las Vegas	B	Oral/Hearing Loss	16	P, D
August						
1	51's Baseball Game	Las Vegas	B	Oral/Hearing Loss	120	Networking
8	Nellis AFB	Las Vegas	B	Hearing Loss	N/A	
14-19	Communication Art Camp	Sparks	B	DHH	N/A	
15	Audiology Businesses	Las Vegas	B	Hearing Professionals		Networking
September						
N/A						
October						
20-24	AARP	Las Vegas	B, T	Hearing Loss	7,000	E
27	NV DETR Convention	Las Vegas	B	Hearing Loss	100	P
November						
N/A						
December						
1	DHHARC Holiday Cheers	Elko	B	DHH	30	P
10	DHHARC Holiday Cheers	Las Vegas	B	DHH	30	P
15	CAC Meeting	Las Vegas	B	CAC	10	P
16	AGB Holiday Party	Las Vegas	B	Oral/Hearing Loss	50	Networking
16	DHHARC Holiday Cheers	Pahrump	B	DHH	30	P
18	DHHARC Holiday Cheers	Sparks	B	DHH	30	P
January						
10	DHHARC WCT Workshop	Las Vegas	B	DHH	30	
17	DHHARC WCT Workshop	Las Vegas	B	DHH	30	
February						
1	NBA - TV/Radio PSA	NV	B, T	All	N/A	
March						
1	Relay Nevada website	NV	B, T	All	N/A	
1	Scotty Roller Designs	NV	T	All	N/A	
30	Relay Nevada brochures	NV	B, T	All	N/A	

RELAY NEVADA

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Target Audience	# of Participants	Present Demo Exhibit
April						
21	Taste of Technology	Las Vegas	B	DHH and Service Organizations	100	P, D, E
May						
9	AGB Spring Picnic	Las Vegas	B	Oral/Hearing Loss	100	P
12	Cochlear of America	Las Vegas	B	Oral/Hearing Loss	100	P
19	Transition Day, CCSD	Las Vegas	B	Oral/Hearing Loss	30	P
June						
5	Town Hall Meeting	Las Vegas	B	DHH	100	P
14-18	Communication Art Camp	Sparks	B	DHH	50	P

RELAY



NEVADA

ANNUAL REPORT

JULY 2010-JUNE 2011



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